

### COMMUNITY ACCOUNTABILITY JUSTICE

# The Advocate

Spring 2005

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# MISSION STATEMENT

The D.C. Pretrial Services Agency (PSA) honors the constitutional presumption of innocence and enhances public safety by formulating recommendations that support the least restrictive and most effective nonfinancial release determinations, and by providing community supervision for defendants that promotes court appearance and public safety and addresses social issues that contribute to crime.

# From the Director by Susan W. Shaffer



It has been too long since our

last *Advocate*, which is in some ways a reflection of how difficult it is for us all to take a little time away from the millions of things we are doing and reflect on our accomplishments. In every corner of the Agency there is critical work going on, new programs, assignments, ideas, and IT systems, new work groups and a host of pending management instructions, some of which are waiting for PRISM deployment to come and go so that we will have the precious TIME we need to train on new work processes. We are in somewhat of a catch-22, needing to move forward with some hiring, training, and job aides for new, much long awaited operational instructions,

yet aware that as we approach the June 6 launching of PRISM 2.0, that this is an exceedingly demanding time for staff to handle anything other than learning the functionality of a new information system.

The training staff has been working around the clock to prepare for extensive training for most of the Agency in the month of May, and the Court Services team, led by Trudy Van Voorhis, D Tigs, Michelle Consuegra, Mike Kainu, and Janeth Munoz, has been working tirelessly with Training and IT to make this transition as smooth as possible. We all know that leaving ABA DABA, a legacy system we have relied on for countless years, and moving our over 30-year old criminal history repository and our entire diagnostic/ bail report function to

PRISM will be particularly demanding for the Court Services Division. And of course the timing isn't great in light of the always higher summer lockups and current vacancies in the unit that are impossible to fill in the midst of this transition.

Barring unforeseen crises, we must move on schedule, and we will be reaching out to other Divisions to assist Court Services however we can. Overtime will be awarded as necessary to compensate staff for extra hours that will have to be put in. Another supervisor will be added to Diagnostic. We will look at other ways to cut down on any requirements that are not essential for the Court Services staff to undertake. We will inform the Court of this mammoth undertaking so that judges and court staff are also aware of the

impending changes in the format of our bail report and of the glitches we may encounter during the first weeks of deployment.

There is a list of fixes and improvements to PRISM that observant and thoughtful staff have identified that have not yet been able to be addressed, either because of limited resources or because of having to "freeze" PRISM for testing and training prior to deployment. Once PRISM 2.0 is deployed and stable, IT will turn its attention to the priority "fixes" that staff have identified. Kenny [Kennedy] is keeping a long list! In the meantime, the IT staff is also working with the JUSTIS system to ensure that there will be a vehicle for outside law enforcement agencies to retrieve PSA data as they have done until now through ABA DABA on the MPD mainframe. These agencies also have to be trained on how to access PRISM through JUSTIS, and appropriate security protocols must be in place.

Just to make matters more complicated, the DC Superior Court Criminal Division is moving to a new information system by the end of the summer, so our IT staff is also extremely busy anticipating the changes that will be necessary to retrieve court data. Ultimately, JUSTIS is expected to be the primary vehicle for interagency exchange of information, but unexpected delays in the JUSTIS procurement processes have led many of us to question how well this is all going to work. We will keep you posted. But needless to say, if we can stabilize with PRISM 2.0 before this all happens, we will be that much ahead of the game when the Court makes its switch.

In the midst of seeming chaos, we are actually doing a lot of planning and painstaking work to try to move us from a reactive to a proactive position on many emerging issues. Cliff [Keenan] can compete with Janice [Bergin] in the hours he packs into a workday, and I am so pleased to see the progress he has made on so many fronts with the strong support of managers, supervisors and line staff. His "brown bag" lunches should not be missed!

In the meantime, the budget process has moved forward. Our FY 06 budget request is on Capitol Hill, and we are already discussing FY 07. We are likely to again raise our concerns about inadequate staffing numbers, though we are not overly optimistic that in this era of enhanced concern about national security that we will receive major programmatic increases. It is lucky that we have a good reputation as an agency for doing a lot with a little, since despite our good fortune in some respects, I know you could use more support than I am able to give you. Yet I continue to hear rave reviews from the court and from other agencies about the high quality of your work, and I take my hat off to you for doing it so well under sometimes very trying circumstances. It makes me very proud to be affiliated with PSA.

### Memorandum

TO: PSA Entire Staff

FROM: Janice C. Bergin

Deputy Director, PSA

SUBJECT: Forensic Toxicology Drug Testing Laboratory

Section 353 of the Public Health Services Act (42 USC § 263a) and revised by the Clinical Laboratory Improvement Amendments (CLIA) requires that laboratories performing analysis on human specimens receive certification on an annual basis to maintain operations at an approved level. We are proud to announce that the Forensic Toxicology Drug Testing Laboratory (FTDTL) has once again received their Certificate of Compliance.

The nature of the work performed by the FTDTL demands that any certification process be rigorous and stringent. The FTDTL has fulfilled the standards set forth by CLIA, all the while processing "off the charts" numbers of drug samples, providing testimony, preparing litigation packages, responding to individual CSO and PSO questions and concerns and handling an array of other services for CSOSA, PSA and our stakeholders. The staff is to be commended for the dedication and arduous work they perform 24 hours a day, 5 days per week, even on Saturdays and holidays. Recognition also goes to staff at all the CSOSA and PSA collection sites, who are at the front end of the drug testing chain of custody. Their attentiveness and precision is vital to the FTDTL's accomplishments. Congratulations and thank you all!



James Jones Director, FTDTL



Cliff Keenan Operations Director

Hello again, PSA. They say time goes by quickly when you're having a good time – I must be having a GREAT time because I find it hard to believe I've passed my six-month mark here at Pretrial. While I've learned a lot (such as navigating through PRISM and keeping my "A Number of Things" emails to a more "reasonable" number) and have met many of you, I know there's still so much more for me to absorb and many of you to meet. I will be attending more staff meetings and am also scheduling time to work in the various units to get a better understanding of how the different parts make up the whole of PSA. This is very important for me because I feel that a big part of my job is to make sure that we're all working together as effectively as possible in order to deliver the very best product we can in the services we provide to the community, the court, and the defendants with whom we work.

Developing this kind of cohesiveness depends so much upon open communication that is meaningful, regular, and productive. Susie [Shaffer] does a tremendous job in fostering such open communication between management and staff throughout PSA, from the monthly Director's Staff Communications Advisory Committee meetings to the *Advocate* to stopping by and chatting with folks. I hope to do likewise through talking with you, e-mail (remembering to keep it brief!), the brown bag lunch series, providing whatever other training I can that would be of assistance, and mostly through listening. I encourage you to always be thinking about ways we can or could be doing our work better, better for us, for our defendants, the court, as well as the community. Share those ideas with your colleagues and supervisors and management – communicate in any way you think appropriate because you are part of the team, too. And always please remember, we don't make widgets or gadgets, we deal with some of the most crucial issues around, community safety and people's lives. It's hard to find more important work anywhere and we do it so very well. Thank you for doing so.

A couple of reminders – PRISM 2.0 is coming and will require a lot from all of us. Our schedules will be tight in May in order to accommodate all of the training that will need to be given and we may be asking for assistance in staffing Diagnostic during the transition period. Also, a number of very important Management Instructions will be distributed over the next few weeks. While not drastically changing our current business practices, there will be some additional training and job aids that will go along with their implementation. Stay tuned – more details will follow.

P.S. – Yes, the grandson is doing great – thanks for asking! Pictures are always available!



The time has finally arrived when everyone will be introduced to the new PRISM 2 computer system. PRISM 1 and 2 will become one, and ABA DABA must retire - most of its current users could not recite you a few bars from the song that acronym came from (*Aba Daba Honeymoon* - think Debbie Reynolds – the original Princess Leia's Mom).

Anyone who has been in a PRISM meeting with me lately knows I repeatedly use the line "Sorry – that ship has sailed"... Ships are usually referred to as females and indeed I believe PRISM 2 is a female. Just when you think you have figured her out – she changes. Like a homely woman, she looks intimidating at first but as you get to know her better you begin to love her.

It has been interesting to be at the Agency long enough to witness the early years of ABA DABA, its development and how it is so relied upon in the criminal justice system. Having been a part of PRISM 2's inception, I am sure that this system will carry on the high reputation of its ABA DABA predecessor. I am sure that Marcello [Macherelli] may be a bit weepy having to say goodbye to ABADABA after all their years together.

This PRISM project has been working for years - blending many requirements that go into planning, constructing, implementing, training and deploying such a system. Many have been involved and dedicated many hours (and brain cells) to the project. I would like to extend my personal thanks for their efforts and patience in dealing with me throughout the process. I have learned so much, especially about IT terminology. Did you know that the original point and click interface was a Smith and Wesson...?

So while in training, keep an open mind and think of the ways the system can benefit you in your work. Many Agency procedures and processes are being altered – not just through PRISM 2, but with the introduction of numerous management instructions. While change may be complicated, it is necessary. As Franklin D. Roosevelt once said, "To reach a port, we must sail – sail, not tie at anchor – sail, not drift." And like I say, now that PRISM 2 is here "that ship has sailed..."

Trudy Van Voorhis PRISM 2 Project Manager for Operations

### **Treatment News!**



by Eric Holder Branch Manager, Treatment

### **Good News!**

- Congratulations go to Rufus Felder on completing his MSW degree! Way to go, Rufus!
- Katina Palmer is back from giving birth to a beautiful baby girl (Victoria) in August of 2004, Takeysha Robinson—a baby boy (Jaxon) in September 2004, and Veronica Pannell—a

baby boy (Evan) in January 2005! There must be something in the water in the Treatment Branch. Welcome Back!

- The Treatment Branch congratulates Kendra Jones on her reassignment as the Branch's first Quality Assurance Officer.
- We say farewell and congratulations to Michael Popil as he takes on new challenges as a Training Officer in our Training and Career Development Center!
- The Mentoring Program hooked four Treatment Branch staff this iteration! Barbara Hill and Ana Caro of Drug Court are protégées to Rashida Mims; Tamara Lane of the Sanction-Based Team and Angela Leonard of Drug Court are protégées to Brenda Greene; and Latonya McKellery of New Directions is the protégée to Michelle Amos. Congratulations!

### What else is new?

- The Treatment Branch unveiled the first draft of its Treatment Branch Operations Manual in October of 2004. It was a long, arduous process and many thanks go to Trudy mitchell-gilkey (Editor), Tracey Carson, Charles Windley, and Jeffrey Wright for a job well done!
- The Treatment Branch is also leading the development of new management instructions: Community-Based Treatment Project, Treatment Readiness, and the Effectiveness of Supervision and Treatment. Stay Tuned!
- Have you heard about the New Directions and Drug Court graduations? How heart-wrenching and soul-searching they are? Then you don't want to miss the next one! Come and celebrate with the devoted Treatment Branch staff at the next progression of clients from a life of substance abuse to sobriety. Progression Ceremonies are held monthly, the *third* Thursday, 11:30 a.m., Courtroom 202 for Drug Court, and every *fourth* Thursday, 1:00 p,m,, Courtroom 214 for New Directions. It's truly something else!

Something to think about — *The Three "Cs" of Growth*. These three things will determine your growth:

CHOICE- allows you to start growing. CHANGE- allows you to keep growing. CLIMATE- allows you to enjoy growing.

### Introducing PSA's Newest Staff Consultant: ASAM

by Terrence D. Walton, Branch Manager

Community Justice Resources Branch



Picture this. A 24-year-old female defendant reports to the PSA Social Services and Assessment Center (SSAC) for a court ordered substance abuse assessment. Let's call this hypothetical defendant Courtney. Courtney reports a 5-year history of sporadic cocaine use—having smoked cocaine approximately 12 of the last 30 days. Despite her concerted efforts, she has been unable to last more than two weeks without smoking crack in the last two to three years. While she views crack cocaine as her primary sub-

stance problem, she also acknowledges drinking daily and smoking marijuana occasionally. Because of her recent possession charge and a desire to regain custody of her children, she is very interested in getting treatment to help her stop smoking cocaine. Courtney doesn't believe that she needs treatment for either her alcohol or marijuana use and believes that if she is able to leave the cocaine alone she'll be able to handle these other substances. She has no previous treatment. She has recently broken up with her drug using, live-in boyfriend and is now living with her mother. Her mother does not allow any alcohol or drug use in or around her home and insisted that Courtney promise to "get help for her drug problem" before agreeing to allow her to move in. Courtney reports no serious emotional or psychiatric problems, but admits to feeling really tired and depressed after a 3 or 4 day crack binge. She also reports having cried for days when she lost custody of her children. She reports being in good health, but complains of occasional shortness of breath and tightness in her chest. She has not had a complete physical since her last pregnancy four years ago.

Now that you've got the picture, what kind of treatment would you recommend for Courtney? While this is a purely hypothetical case, there is nothing unusual about its contents. Pretrial Services Officers at the SSAC meet and are expected to recommend treatment for such clients every day. (In fact, SSAC staff might argue that Courtney's issues are simple compared to many others that they see.) To help them make these critical recommendations, SSAC staff members utilize an exhaustive set of criteria established by the American Society of Addiction Medicine (ASAM). These criteria are contained in a nearly 400-page book known as the ASAM Patient Placement Criteria for the Treatment of Substance-Related Disorders (ASAM PPC-2R).

The ASAM PPC-2R directs the assessor to rate severity in six major life areas to determine the most effective treatment. These six areas, called dimensions, are as follows: (1) Acute Intoxication and/or withdrawal potential, (2) Biomedical conditions and complications, (3) Emotional, behavior, or cognitive conditions and complications, (4) Readiness to change, (5) Relapse, continued use, or continued problem potential, and (6) Recovery/living environment. The assessor is tasked to rate the severity in each of the dimensions individually and then to consider how the various dimensions impact on each other.

Here is how the assessor might apply the ASAM PPC-2R criteria to Courtney. Courtney didn't appear to be dangerously under the influence of any substance during the assessment and abstaining from chronic marijuana and cocaine use doesn't usually cause dangerous withdrawal symptoms. Alcoholics, on the other hand, can become dangerously ill if they stopped drinking alcohol too suddenly. However, Courtney reported no withdrawal symptoms when abstaining from alcohol. Therefore, after considering all of these factors, the assessor concludes that Courtney's *Acute Intoxication and/or Withdrawal Potential* severity is "low". She wasn't currently overdosing and is unlikely to enter withdrawal if she stops using. There is no need to recommend her for a detoxification program or rush her to the hospital.

Courtney didn't report any serious biomedical conditions—like pregnancy, HIV, heart disease, etc. However, she did complain of occasional chest pains and shortness of breath. She also hasn't had a physical in several years. The assessor considers her *Biomedical Conditions and Complications* severity to be "medium". She has no apparent severe medical needs, but her medical complaints could be related to her drug use. Although she reported no serious emotional problems, she described depression following crack cocaine binges and crying spells after losing custody of her children. However, the assessor understands that depression is a common feature of the "crash" that comes after a cocaine binge and knows that being sad after losing custody of a child is normal. If the assessor were in

doubt, then he or she would contact the PSA Specialized Supervision Unit to assess the defendant's mental and emotional status. The assessor concludes that the defendant's *Emotional, Behavioral, or Cognitive Conditions and Complications* severity is "low".

What about her *Readiness to Change*? Here the situation is mixed. She does have some motivation to get clean—getting her kids back, wanting to get off of crack, pressure from her mother, and concern over her criminal charge. All of these factors would suggest a low severity in this dimension. (When the severity is low in this dimension, then that means the person <u>is</u> really ready to change.) However, she doesn't want to stop using marijuana or alcohol and believes that if she stops smoking crack she can continue the other substances without it causing problems for her. This ambivalence causes the assessor to rate her severity in this dimension as "medium".

The assessor concludes that her severity in the *Relapse, Continued Use, or Continued Problem Potential* dimension is "high". The assessor knows that once a person has started regularly using crack, (s)he is likely to continue using it. The assessor considers that Courtney reports repeated unsuccessful attempts to stop using crack and has smoked for five years. And, the assessor remembers her stating that she has not been able to go more than two weeks without smoking in the past two to three years. The assessor notes that Courtney uses multiple substances. Finally, the assessor notices her multiple positive and missed drug tests in PRISM. All of this suggests that without some form of treatment Courtney will be getting high again within two weeks.

It is already clear to the assessor that this defendant is going to need treatment. But what kind of treatment does she need—outpatient, intensive outpatient, or residential? Because the first five dimensions produced high severity in only one area—quite a bit is riding on the severity in the final dimension—*Recovery/Living Environment*. Is her living environment "supportive of" or "toxic to" her recovery? The assessor is relieved that Courtney is no longer living with another active user. The assessor is impressed that her mother strongly supports her daughter's abstinence and has made getting into treatment a prerequisite for Courtney moving in. The assessor also knows that the defendant is now being supervised by the court and will be placed on a sanction contract. All of these facts lower the severity in this area. The assessor finally concludes that Courtney's severity in this dimension is "low". The assessor determines that the defendant has a living environment that is supportive of her getting and staying clean.

The assessor is now able to conclude that due to the high severity in "Relapse/Continued Use Potential" and the moderate concerns in some other dimensions, something more intensive than just outpatient is required. Courtney needs at least an intensive outpatient program and maybe more. If her recovery/living environment had been determined to be "toxic" to her getting clean, then she would likely have been recommended for some form of residential treatment. However, because her environment is "supportive", the assessor recommends that the defendant be placed in Intensive Outpatient Treatment.

And so that story goes. This is the process that SSAC staff members use to make treatment recommendations each day. To support their ongoing expertise in making ASAM-based recommendations, each staff person attended a 4-day intensive training seminar in 2003 and a 1-day follow-up training with one of the authors of the ASAM PPC-2R late last year. Each SSAC staff member has his or her own copy of the ASAM PPC-2R and uses it regularly to make



these difficult calls. They also participate in quarterly ASAM-related in-services to further hone their skills. CSOSA's assessment teams are equally committed to making ASAM-based treatment recommendations and have also begun the training process. At last, the addiction treatment community has produced an objective, evidence-based protocol for determining treatment need and PSA and CSOSA are taking full advantage of this long-awaited and exciting technology.

# I give myself fully to that which is nearest ...

by Trudy ann mitchell-gilkey
Treatment Coordinator

hree weeks ago, eight of my friends agreed to hike with me along the Appalachian Trail, ten miles in and ten miles back. The rain threatened that morning but held engeance. And so, we set off. I, of course, had everything I thought I needed in tow:

back its vengeance. And so, we set off. I, of course, had everything I thought I needed in tow: compass, first aid kit, a 3-liter reservoir of water, extra food, flashlight, flares, transistor radio, extra batteries, and yes, matches. Everything. At baseline, we gathered small stones, stacked them high, and made an offering of compassion to travelers having gone before us, and drank in the sweet elixir of silence. And we were off again. After a steep, bone-wearying ascent, we reached a lovely plateau overlooking Bear's Den and decided to rest. There were grapes, hummus, avocado dip, and cous cous to enjoy! But it was getting late, and we needed to be getting back. After we'd eaten and recovered a modicum of our strength, we gathered our gear without lingering and headed back. The group thinned slowly after a while, and pretty soon I could see no one in front of me (they were clearly better hikers) and no one behind (clearly worse). Without thinking, I panicked. The body knows things it's never been taught. Like fear. After all, we'd just seen, ahem, BEAR'S DEN! Maybe I should have brought my cell phone along, I thought. Maybe that's how they'd determine at what point I was dragged off the trail to be torn limb from limb. What if I break my ankle, fall and smash my face against a rock? I should hurry up, it's getting dark. What if I can't see the white markings in the darkness. No, I should slow down, because if not, I won't have the energy to make it back at all. All these thoughts flooded my mind, locking up on me like brakes on ice. At last, I found a rock very nearby and sat. I needed the rest and what's ten minutes anyway, really? And that's when it happened. Suddenly, and from out of nowhere, it occurred to me. "Trudy, you're missing the whole point of the hike in worrying about the way in which you'll finish." I kept sitting there, lonely and somewhat frightened, letting that thought surround me like the woods. The darkness was descending, no voices marked the trail ahead. It was as if the world was standing perfectly still, watching me with curious, widening eyes. I saw my life like a great ship, passing by me in the distance. It was a ship within my reach, so I climbed aboard and let it take me, one step at a time, past aged rocks, timeless brooks, the earth partly in gestation, partly giving forth, and it was transformative. "I give myself fully to that which is nearest," I whispered, putting one foot in front of the other, without hurry, without fear. And wouldn't you know it? In less time than seemed possible, I arrived at the very same plateau where I'd set my own sacred stone. It took a while before the other four behind me arrived, but how long is a while when you're not measuring time, really? When time passes through you rather than beside? We took down our stone statue and placed them back where they were, leaving in the same sacred silence in which we'd come. I had everything I thought I needed in tow. Except faith.

### **Substance Abuse Treatment Training Program (SATTP) Third Year Report**



by Dan Taylor Policy and Program Development Manager

By now, many of you are aware that the SATTP has been (officially) up and running for the past three years. In fact, the next class participant completion ceremony is scheduled for April 27, 2005. While the SATTP remains an excellent opportunity for staff to learn more about substance abuse and pursue certification, the program has gone through several changes since its inception. In particular, there's been con-

siderably more participation from staff at CSOSA. Based on "lessons learned," and valuable feedback from many PSA and CSOSA staff, the SATTP committee has decided to make a few changes for the next SATTP training cycle:

- The course offerings will be "ala carte" for the next cycle, meaning that the courses will be offered throughout the year, and PSA/CSOSA staff will sign up for individual classes vs. the whole program. This decision was due primarily to the fact that PSA has considerably slowed hiring of new staff, as well as the need to be more flexible in the amount of time participants are away from their primary job responsibilities.
- Some courses such as ethics, rules and regulations, and HIV/AIDS will be offered more than once to allow more opportunity for those already holding substance abuse certifications to earn continuing education hours.

Additionally, there are some exciting opportunities in substance abuse certification. The D.C. Certification Board for Professional Alcohol and Drug Counselors has recently been approved to offer the new "reciprocal" Certified Criminal Justice (Addictions) Professional credential, as well as the Advanced Alcohol and Drug Counselor credential. As such, the Board is opening a "grandfathering" period for both credentials, meaning that those who meet the requirements may apply for those certifications without having to take the written examination. The deadline is May 27, 2005 – for more information, please contact the SATTP chairperson, Charles Windley, at 202-220-5516.

One other project that the SATTP committee will be undertaking in the near future, is looking into expanding substance abuse-specific, on-going clinical supervision for PSA's substance abuse case managers. Given the skills and competencies that are required to provide substance abuse treatment services, as well as the inherent "burn-out" factor involved, there is a strong need to provide this vital support for our substance abuse PSOs. Finally, I'd like to commend the Training and Career Development staff for their tremendous support in making this program such a success!

If you have any questions, comments or suggestions for the committee, please feel free to contact any of the committee members listed below.

**SATTP Committee** 

Charles Windley, Chair Janice Bergin Linda Buckmon Staci Burrough Laura DeVol Rufus Felder Renee Madden Trudy mitchell-gilkey Norma Scott

Dan Taylor Terrence Walton

### **Data Warehouse**



by Mike Vaughn, Program Analyst Strategic Planning, Analysis and Evaluation

Do you find collecting manual data for performance measures tedious? If so, I have great news! Since March 2004, Strategic Planning, Analysis and Evaluation (SPA&E), Operations and the Information Technology (IT) staff have been

working diligently on the data warehouse. The work we are doing will allow SPA&E to extract, aggregate and present data from PRISM in an automated, precise and consistent manner. Once completed, the data warehouse will relieve much of the burden of manual data collection. As a result, you will have more time to supervise/manage defendants.

It is difficult to convey the amount of effort that is being put into this project, but due to the knowledge and tireless efforts of PSA's IT staff (Ken Chen, Ashton Khuu, Ron Hickey and Dennis Caravantes), Operations (Spurgeon Kennedy, Brenda Greene, Michelle Amos, Terrence Walton, Miranda Boozer, Alton Byrd, Trudy Van Voorhis, Demond Tigs and Michelle Consuegra), and Training and Career Development (Scott Hopkins), this project will soon be a success. In less than a year, the team has already developed six modules relating to PSA's performance measures. The following modules up and running are:

### Rearrest

Failure to appear

Close-out compliance with release conditions

Referrals for substance abuse assessment, assessments completed and treatment placements

Referrals for mental health assessment, assessments completed and mental health placements

Referrals made for education and employment and appointments made for education and employment

Over the next six months, SPA&E and IT will be validating the information in modules four, five, and six (in other words, making sure the data is correct). We hope to eliminate manual data collection in these areas by the end of FY 2005. The next phase of development will focus on diagnostic and court services modules. Construction of the sanctions and incentives modules will soon follow.

We believe this will be an exciting year for PSA in terms of data collection. SPA&E would like to give kudos to you for your hard work and attention to detail in collecting the manual data for PSA's performance measures. For those who are unaware, collecting manual data is very labor intensive and is prone to errors for various reasons. With an automated system, the reliability factor for gathering accurate information about the defendants we serve will be substantially higher. However, for SPA&E to accurately extract information from the data warehouse, it is imperative that you enter information into PRISM about defendants in accordance with established procedures.

# Trudy's Tidings by Trudy Van Voorhis Branch Manager, Court Services\



### **Movers and Shakers in Court Services**

Court Services is once again shaking things up and saying hello and goodbye. The Diagnostic and Release Services units shared a celebratory gathering in honor of those coming and going. Kendal Schweizer left a few months ago. We recently said 'adios' to Carlos Urrutia, who returned to Texas to continue his career there. Shannon Brown has moved on to work in Intelligence with the FBI. Atiya Reeves has also moved on, and we will be back in the hiring seats very soon (we hope)!

We are happy to see Steven Stoney and Nsunda Bangudi (Kaito) given the opportunity to move on within the Agency. Steven is now with the Supervision Branch and Kaito is with the Specialized Supervision Unit. Simone Tindall, formerly the Program Assistant in District Court, is now an Evening Unit PSO.

Quincy Quartey, Gary Marbley, Dewaine Dimps and Liz Brassell will now see the light of day more often as they have moved from Evening Services into the day. Gary, Dewaine and Liz can be found in the Diagnostic Unit. Travis Jackson has become a Pretrial Services Officer for the Evening Unit. Quincy is in Release Services, and Marvin Richardson has moved from Diagnostic to Release Services.

We welcome the addition of some "graduates" of the Drug Testing and Compliance Unit to Court Services - Sheena Hungerford, Samuel Johnson and Renee Toye.

You can see it's a good thing that Court Services is accustomed to change – we must get all of our "soldiers" in a row and prepare to take on the deployment of PRISM 2. Wish us luck – but like Oprah says, "Luck is a matter of preparation meeting opportunity."



TO: Carolyn Bowen, Manager, Drug Testing and Compliance Unit

FROM: Assistant Pretrial Services Officers and Drug Testing Technicians-DTCU

DATE: 30 December 2004

SUBJECT: Pamela Brown's Letter of Recognition

In our environment of constant change and multiple pressures, successful leaders must be open to new ideas, rejuvenated ways of managing people, various ways of doing things and innovative ways of learning and sharing knowledge. They may even view a challenge as an opportunity to draw on a range of resources to achieve desired results. Leading the way for PSA's Drug Testing and Compliance Unit (DTCU) is Pamela Brown.

Working tirelessly to implement initiatives that further improve DTCU operations, Ms. Brown places special emphasis on all aspects of our quality of work. It is quite an achievement that most, if not all, data-

entry, documented logs, telephone conversations, interactions with co-workers and clients, are usually reviewed and critiqued by her personally and/or assigned personnel for optimal quality performance. She continues to excel managing the unit as our volume of work steadily increases, while adjusting to staff turnover and shifts in experience. With her style of management, she readily shares her vision, engages people and most certainly makes things happen! She builds credibility by producing results time after time.

Ms. Brown's frank, courteous and participative style of leadership assures all members contribute to the success of improving the image and recognition of the DTCU. She has a unique manner of bringing out the best in each employee and has patented the consistent effort to achieve the "bottom line", particularly during any of our very 'spirited' staff meetings (that has special meaning for those of us who work with her daily).

Her strong interpersonal skills attract people to work with her. Her enthusiasm, guidance and demeanor provide energy not only to our unit, but also to Diagnostic and Release Services, FTDTL, and the US Marshals Service. Her persistence, organizational skills and effective networking have proved invaluable to the success of the unit. During any absence, Ms. Brown's presence is certainly missed and the impact is felt throughout the unit.

Through this letter of recognition, we have the opportunity to put forward the name of the supervisor whom we believe to be most deserving of special recognition as we reflect at the close of 2004. As we welcome in 2005, we will most likely continue to frequently interrupt your lunch and meetings, Ms. Brown, bombard your cellular phone/office with questions and concerns on weekends and at the most inconvenient times, but please know that your work ethic is both admired and respected throughout the DTCU.

Ms. Brown, we commend you and truly appreciate your leadership.

Sincerely,

DTCU Staff Pretrial Services Agency

## 10 Essential Health Tips (The Basics to Practice Every Day)

Submitted by Romeyn Rowlson, Human Resources Unit Reprint: Health & Fitness Tips Copyright © 2002 Vitacost.com, Inc.

"He who has health has hope, and he who has hope has everything." -Arabian Proverb

### 1. Move More

Make it a daily challenge to find ways to move your body. Climb stairs if given a choice between that and escalators or elevators. Walk your dog; chase your kids; toss balls with friends; mow the lawn. Anything that moves your limbs is not only a fitness tool, it's a stress buster. Think 'move' in small increments of time. It doesn't have to be an hour in the gym or a 45-minute aerobic dance class or tai chi or kickboxing. But that's great when you're up to it. Meanwhile, move more. Thought for the day: Cha, Cha, Cha.... Then do it!

### 2. Cut Fat

Avoid the obvious such as fried foods, burgers and other fatty meats (i.e., pork, bacon, ham, salami, ribs and sausage). Dairy products such as cheese, cottage cheese, milk and cream should be eaten in low fat versions. Nuts and sandwich meats, mayonnaise, margarine, butter and sauces should be eaten in limited amounts. Most are available in lower fat versions such as substitute butter, fat free cheeses and mayonnaise. Thought for the day: Lean, mean, fat-burning machine.... Then be one!

### 3. Quit Smoking

The jury is definitely in on this verdict. Ever since 1960 when the Surgeon General announced that smoking was harmful to your health, Americans have been reducing their use of tobacco products that kill. Just recently, we've seen a surge in smoking in adolescents and teens. Could it be the Hollywood influence? It seems the stars in every movie of late smoke cigarettes. Beware. Warn your children of the false romance or 'tough guy' stance of Hollywood smokers. Thought for the day: Give up just one cigarette.... the next one.

#### 4. Reduce Stress

Easier said than done, stress busters come in many forms. Some techniques recommended by experts are to think positive thoughts. Spend 30 minutes a day doing something you like. (i.e., soak in a hot tub; walk on the beach or in a park; read a good book; visit a friend; play with your dog; listen to soothing music; watch a funny movie. Get a massage, a facial or a haircut. Meditate. Count to ten before losing your temper or getting aggravated. Avoid difficult people when possible. Thought for the day: When seeing red, think pink clouds....then float on them.

### 5. Protect Yourself from Pollution

If you can't live in a smog-free environment, at least avoid smoke-filled rooms, high traffic areas, breathing in highway fumes and exercising near busy thoroughfares. Exercise outside when the smog rating is low. Exercise indoors in air conditioning when air quality is good. Plant lots of shrubbery in your yard. It's a good pollution and dirt from the street deterrent. Thought for the day: 'Smoke gets in your eyes'...and your mouth, and your nose and your lungs as do pollutants....hum the tune daily.

### 6. Wear Your Seat Belt

Statistics show that seat belts add to longevity and help alleviate potential injuries in car crashes. Thought for the day: Buckle down and buckle up.

### 7. Floss Your Teeth

Recent studies make a direct connection between longevity and teeth flossing. Nobody knows exactly why. Perhaps it's because people who floss tend to be more health conscious than people who don't? Thought for the day: Floss and be your body's boss.

### 8. Avoid Excessive Drinking

While recent studies show a glass of wine or one drink a day (two for men) can help protect against heart disease, more than that can cause other health problems such as liver and kidney disease and cancer. Thought for the day: A jug of wine should last a long time.

### 9. Keep a Positive Mental Outlook

There's a definitive connection between living well and healthfully and having a cheerful outlook on life. Thought for the day: You can't be unhappy when you're smiling or singing.

### 10. Choose Your Parents Well

The link between genetics and health is a powerful one. But just because one or both of your parents died young in ill health doesn't mean you cannot counteract the genetic pool handed you. Thought for the day: Follow these basic tips for healthy living and you can better control your own destiny.

I hope that this information has been informative and proactive. If I can answer any of your questions, please call me on 220-5678 or send me an e-mail. Thanks ...

Commemorating PSA's Farewell to William ("Bill") Thompson
33 Years of Excellent Service
1971-2004



# Remarks by Susie Shaffer at Bill's Retirement Celebration

Bill, 33 years is a very long time. I think, in fact, that you hold the record for service at PSA. You may even beat out Janice Bergin, Brenda Greene and Donna Jones! And excellent service it has been. You have been here throughout the hard times and the good times—ready, willing and able to take on whatever task the Agency asked you to do. You've done the day shift and the night shift, Saturdays and Sundays too, turning your life upside down if necessary to accommodate the Agency's needs. There is a lot of PSA history in your head and in your heart, and we will miss very much your connection to our days of old, just as we will miss your ongoing commitment to making the Agency a better place through all the changes and upheaval we have been through.

I have never, ever heard you raise your voice or lose your temper. I have never, ever heard you turn anyone away, or say that the request being made of you was someone else's job. You epitomize the best in public service—ready, willing and able to do whatever you can to assist others.

When I first arrived at PSA in 1995 and started to meet some of the judges in the Superior Court, they inevitably asked how "Billy" was doing. It seemed to me that you knew absolutely everybody in the courthouse, the janitors and the judges! And you have always been well loved.

I had the honor of knowing your father, The Honorable "Turk" Thompson, and knowing how proud he was of you and your work at PSA. Your care of your dad in his later years was truly inspiring, but it didn't surprise me. You took care of him with the same kind of compassion and commitment I have seen in you at work. You are someone whose personal values are aligned with your professional values, and that is part of what has made your contribution to PSA so valuable.

I know it is time for you to stretch your wings and leave our nest, but please carry with you the knowledge that you have made a lasting impression with many, many people over your 33 years of public service. You deserve all the congratulations that are being offered today. On behalf of PSA and the court community, thank you so much.

### Reflections from The Hon. Bruce Beaudin Senior Judge, DC Superior Court Former PSA Director

The thought that Bill Thompson has finally decided to turn in the punch bowl does NOT mean he is excused from turning over his eggnog recipe before he goes. More Pretrial Services Officers (PSOs) have faced day after hangovers from things done at Bill's house for the last 33 years than there were runs scored by the Red Sox this [past] year. And many a PSO, feeling secure in any of the buildings in which we have held Agency "events" during Bill's tenure, have been devastated when walking out to try to find their cars to go home. What? You didn't know our Bill was a party man? Heavens.

I met Bill a long time ago when I worked with his father. You probably don't know much about Bill's father, but he was a well-known man in both this city and the world. William S. Thompson was a lawyer extraordinairre, a friend of Chief Justice Earl Warren with whom he started a program entitled *World Peace Through Law*, one of the first City Councilmen for the City, a judge on the Court of General Sessions and then Superior Court, a raconteur, and a damn good person. Bill has followed his father in all his good points and enjoys the respect of his colleagues in all ways.

I'll bet Bill has worked in more different positions at the Agency than anyone in its history. One reason, of course, is that there was no task, and I mean NO TASK, that he has ever been asked to do that he did not accept with that famous Billy grin. He has worked in parts of the Agency that don't even exist anymore, and I'll bet he can describe the day he started and ended and the people at whose side he worked.

I remember the day we got the Chief of Police to agree to let us into the Central Cellblock for the first time. It was a momentous event because no one in the Department wanted any outsider to see some of the things that went on there between midnight and 6:00 AM. Jay [Carver] and I decided we had to be the first to do it, and several remarks about how we were doomed to fail were passed around. I guess no one believed we knew how to do an interview and write a decent bail report. Billy stood up for us saying, among other things, that he would be glad to go with us or even instead of us because he didn't think it too seemly for the Director and Deputy to be seen doing "piece work." That's the kind of gentle, considerate person Bill was and has continued to be.

Imagine my surprise when I was sitting on the bench in C-10 during training on December 1 and 2 and looked up at 7:30 PM or some such time to see Billy sneaking in with some reports to add to the pile with that famous grin of his and his hand out to say, "hello." He was unfazed at the time I was taking, knowing I was a long way from finished. I am glad I saw him because it marks for me a pretty neat happenstance...the last time I have done anything of significance and had Bill working with me to GIT 'ER DONE, as Larry the Cable guy might put it.

Bill, over these many years, you have taught us all that a ready smile and a friendly word do a lot to make a difficult job palatable. You are a perfect example of being able to focus on the good we do every day for those who may not even know they are being helped, and doing so with a generous heart and a smile. I wish you the best in your new life and hope that your infectious smile will lighten many more burdens for those who seem to need it the most.

Bruce

# Trudy's Remarks at Bill's Send-Off

Trudy Van Voorhis, Branch Manager, Court Services

As always, Bill did not want to be recognized. He had no request for a party or gathering and hoped to slip out the door with no great fanfare. So we are going middle of the road. Bill has been a part of the Agency landscape for so long that when he leaves, the surface will shift and be noticeably different. We could not let him slide out the side door unnoticed.

Bill – you are indeed an original, and I mean that in reference to the fact that you were one of the group working here when I came in 1978. I can't believe our retirement time has come. I have another year – but I am following close. They say the best time to start thinking about your retirement is before the boss does – so you can believe I have mine planned already.

Yes it is time for us to step aside for the less experienced and less able to take our place. I like to think they are letting us go because we've given so much of ourselves to the Agency that we don't have anything left they can use.

I tried to get in touch with some of the old timers that we worked with years ago – and though they all remembered you and your infamous eggnog – they barely could remember their own names. The home won't let them come out past noon so they were unable to attend.

When I think back to our early days, it is hard to believe we have become the people we used to laugh at. Now I don't remember what was so damn funny. You and I have had conversations about getting older and all the fun that brings. As you get older three things happen. The first is your memory goes, and I can't remember the other two...I know that you will enjoy your retirement as much as I plan to enjoy mine because staff has been saying that we do not act our age and are still young at heart. We are not really old.

"OLD" IS WHEN..... Your friends compliment you on your new alligator shoes and you're barefoot.

"OLD" IS WHEN..... "Getting a little action" means we don't need to take any fiber today.

"OLD" IS WHEN..... "Getting lucky" means you find your car in the parking lot.

"OLD" IS WHEN..... An "all nighter" means not getting up to pee.

I must admit, I am getting there because now when I stoop to tie my shoelaces I try to multi-task and figure out what else I can do while I'm down there.

When we stroll down memory lane — you have heard me lecture staff on how they should be so thankful for all the resources they now have – the computers, the staff, etc. – but you have me beat on the bragging rites. Though you did not have to do interviews on stone tablets, you did keep much of your information on index cards. In order to get a room named for you around here it appears you have to have been a Director or gone on to meet your Maker. While you did not fill the Director slot and thankfully you are here with us today so we can celebrate you – it takes a strong person, almost a Saint, to last here at the Agency for 30+ years. So, for your years of service I decided to make this St Bill's Day. This may be too much for some of you to accept so let me provide some information on Sainthood that may change your thinking.

I doubt that many here feel comfortable being called a saint. Saints are the extraordinary heroes whose witness led to martyrdom and whose great charity changed lives. There are saints, people dedicated to a mission, daily doing its bidding, quietly and faithfully living practical applied sainthood. Saints by this definition are ordinary folks in ordinary places doing un-ordinary work where the people live in perplexity and pain. I have seen what God does through little, often unnoticed acts from the some of the saints of our Agency. Bill is one of those saintly assistants. Saints know how to keep themselves in perspective and know that no caring is wasted. A saint is also someone who knows how to preach. Bill's greatest sermons, I haven't heard...I've seen. They are his sermons I've witnessed at the front counter—assisting a distraught defendant's family member, in the camaraderie with his co-workers, taking notice of their likes and dislikes, his extraordinary efforts to assist one and all and in the friendly greeting that brings a smile. His model is that of a patient, helpful and courteous PSO.

Continued from previous page...

Since you were one of the originals, I hope that you take pride in what the Agency has become. While there have been many improvements on the processes and tools – your dedicated effort helped to lay a solid foundation for the Agency skyscraper to rise from. Thanks for all your work!

It is time for you to look back with pride and satisfaction on years well lived and look forward to things yet to enjoy. Sometimes it's important to work for that pot of gold. But other times it's essential to take time off and to make sure that your most important decision in the day simply consists of choosing which color to slide down on the rainbow. Enjoy the ride!

## For Bill from Jay Carver Former PSA Director

Congratulations, Bill. It looks like one more of the "originals" (I won't say old-timers, because we're not old yet!) is making the break to life after the "Bail Agency." What changes we have seen together! We've lived through things we could not have imagined when we all started out together in the early 1970s.

Bruce [Beaudin], Susie [Shaffer] and I have often reflected on how privileged we are to have had the opportunity to direct the Pretrial Services Agency. It is truly an agency where one can have a positive impact on peoples' lives no matter what your position or how long you've worked here. It is gratifying to look back and see all of the changes and improvements we pushed for and often achieved. I know I speak for all three of us when I say that without the day-to-day commitment of the staff – people like you, Bill – we would not have had the credibility and the reputation to come as far as we have.

Bill, I could always count on you. You were steady as a rock. You've worked everywhere in the Agency, and accepted every challenge with good humor and class. I don't even remember a complaint when we asked you to turn your life upside down and start working the midnight shift! Everyone knew that things would go a little easier in the morning if Bill Thompson had already knocked out a few dozen interviews.

On the occasion of your retirement, I just want to wish you the very best in whatever adventures lie ahead, and express my personal gratitude for your support and your friendship over the years.

# Welcome to the PSA Family

Johnny Cahn Director, Finance and Administration

Yu Chen Yeh, Accountant

Edward Carter, Lab Technician

Billye Wilkins, Program Assistant (SSU)

John Copes Ignacio Guerrero, Jr. Christopher Hodges Phillip Shaw

### - CONGRATULATIONS -

Rufus Felder, New Directions, on completion of his MSW degree.

Teresa Grant, Specialized Supervision, on being selected as an intern this fall at Spring Grove Psychiatric Hospital.

Phoebe May, New Directions, on obtaining her Registered Addiction Counselor credential.

Stephanie McKenzie, General Supervision Team 1, on earning a 4.0 GPA this past semester at Bowie State University.

Roselyn Norment, Diagnostic, on the glowing commendation sent by Magistrate Judge Aida L. Melendez (attached).

# From the Photo Album

# CSOSA/PSA Special Observances Committee Celebrates Dr. Martin Luther King, Jr. Day



Dreams and Visions

SO PASSIONATELY AND ELOQUENTLY SHARED
by Keynote Speaker James Early, Ph.D.
Interim Director, Anacostia Museum and Center for African
American History and Culture—Smithsonian Museum

# CSOSA/PSA Special Observances Committee Celebrates Women's History Program







# PSA's Substance Abuse Treatment Training Program



Charles Windley, SATTP Chair and Staci Burrough, Training Officer



# Congratulations Graduates!

### PSA

Corey Baker
Willette Benyard
Dewaine Dimps
Maria Douglas
Roger Hernandez
Serento Jones
Michael Lukenich
Phoebe May
Thomas McGriff
James Ridgway

### CSOSA

Karen Johnson Trenita McGee-Byrd Tiffany Parker Nicquita Robinson





PSA is fielding a SOFTBALL TEAM. All PSA employees (and family members) are eligible to participate. Practice has begun. The season starts May 16th and runs through July. All games will be played at West Potomac Park (23rd Street & Constitution Avenue).

# Come on out and play!

Contact: Brant Powell (Diagnostic) 585-7026 or brant.powell@csosa.gov

# Congratulations On Your New Positions

Devin Bassett, Facilities Manager Michael Popil, Training Officer Angela Simmons, Contract Specialist

### **Assistant PSOs to PSOs**

Dewaine Dimps Sheena Hungerford Travis Jackson Samuel Johnson Renee Toye

Simone Tindall (from Program Assistant to PSO)

### **Best Wishes**

Courtney Weber and Paul Cooper, who were married on November 13th.

Thomas McGriff and La'Sonia Nicks, who were married on March 5th.

### Correction:

Dennis and Magally Caravantes were married in Guatemala

### February

# ~ Best Belated Birthday Wishes ~

David Darnes (3<sup>rd</sup>); Stephanie McKenzie (5<sup>th</sup>); Arnice Mack (6<sup>th</sup>); Dave Gilchrist (7<sup>th</sup>); Alisha Glover, Al Miller, Kris Smith, Melvin Tildon (11<sup>th</sup>); Pam Johnson (12<sup>th</sup>); John Lucas (15<sup>th</sup>); Vaughn Wilson (17<sup>th</sup>); Tamisha Antrum, Jerome Robinson (18<sup>th</sup>); Catina Bryant, Devessdra McKoy (19<sup>th</sup>); Michael Baksis (20<sup>th</sup>); DeAndre Tyler (23<sup>rd</sup>); LaWanna Thomas-Ewing, Antoinette Williams (24<sup>th</sup>); Sheila Cherry (25<sup>th</sup>); Rasheba Eason (26<sup>th</sup>); Corey Baker (28<sup>th</sup>); and Michael Lukenich (29<sup>th</sup>).

# Thrift Savings Plan Open Season

The next and final Thrift Savings Plan (TSP) open season began April 15th and ends June 30, 2005. During the open season, you may begin contributing to the TSP or change the amount of your contributions.

Beginning July 1, 2005, TSP open seasons will be eliminated, and you may make contribution elections at any time.

# March ~ Best Belated Birthday Wishes ~

Karen Brown, Charmaine Mitchell, Melissa Phillips (1st); Kenneth Black, Courtney Weber Cooper (2nd); Alvese Spraggins (3rd); Chris Wicecarver (4th); Vanessa Byerly, Julian Doyle (7th); Marvin Richardson (10th); Sharon Smith (11th); Quincy Quartey (12th); David Reed (13th); Troy Jefferson, Laverne Nelson (16th); Joseph Maye (17th); Faye Redding, Sunil Taneja (18th); Claire Johnson, Mike Kainu (20th); Shareda Smith (25th); Gwendolyn Fox (26th); Donald Brady (27th); Leontyne Fredericks (30th); and Nicole Brownley, Annette Bryant, Ana Caro (31st).



#### **5 YEARS**

LEIGHANNE BRIGUGLIO
MICHAEL LUKENICH
STEPHANIE PHILLIPS
PAIGE REINHART
KRIS SMITH

#### 10 YEARS

MARC LECLAIR

### 15 YEARS

PAMELA BROWN JOCELYN HARRIS

### 30 YEARS-WOW!

**CHARLES WINDLEY** 

# ~ Parking Drawing Winners ~

### <u>December</u>

LaTonya Lipford-Proctor (GSU)

Jamil Muhammad (IT)

Tarinna Whitmire-Terrell (New Directions)

### January

Pamela Brown (DTCU)

Tarya Lewis (GSU)

Terrence Walton (Community Justice Resources)

### **February**

Alvin Brown (IT)
Norma Scott (Training)

#### March

Sheila Cherry (Social Services) Renee Toye (Diagnostic)

#### April

Tracey Carson (Sanction-Based Treatment)
Romeyn Rowlson (Human Resources)

Our deepest condolences to those whose loved ones passed away:

Alma Bell-Billups (father)
Mike Kainu (father)
Barbara Hill (father)
Eric Holder (aunt)
Debbie Taylor (grandmother and aunt)

## Best Wishes to those moving on:

Rosalyn Brown, Program Asst. (CSOSA—CSO)

Shannon Brown (FBI)
Dallas Burgess

Milton Burley (State Department)

Pamela Callicutt

Courtney Cooper

Joyce Corley (EEOC)

Rebecca Gaither, Asst. PSO, DTCU

(CSOSA-CSO)

Daryl Golston

Al Miller (Peace Corps)

Steve Quentmeyer

(Defense Intelligence Agency)

Atiya Reeves (Georgia State Govt.)

Kendal Schweizer

Carlos Urrutia (returned to Texas)

Tarvetta Wright, Program Asst.

(CSOSA-Offender

Processing Specialist)

Perhaps you sent a lovely card,
Or sat quietly in a chair;
Perhaps you sent a plant or beautiful flowers,
If so, we saw them there.
Perhaps you sent or spoke kind words
As anyone could say;
Perhaps you were not there at all
Just thought of us that day.
Whatever you did to console the heart,
We thank you so much, whatever the part.



Again, thank you for your heartfelt sympathy and condolences.

Alma Bell-Billups & Family













# **Congratulations**

**Níkkí and Ríck Neal,** on the birth of their son. Gordon Isaiah Neal was born April 16th and weighed in at 7 lbs. 10.6 oz.

**Anthony and Michelle Davis,** on the birth of their son. Anthony Warren Davis, Jr. was born March 1st at 11:59pm, weighing in at 6 lbs. 6 oz.

**Veronica and Ian Pannell,** on the birth of their son. Evan Daniel Pannell was born January 20th and weighed in at 7 lbs. 1 oz.

**Tiffany and Josef Manley,** on the December 23, 2004 birth of twins. Their son, Josef Wesley Manley, III, was born first and weighed in at 6 lbs. 6 oz. His little sister, Charly Adia Manley weighed in at 5 lbs. 6 oz.

# **A**pri

# ~ Happy Birthday Wishes ~

Timothy Myles, Deborah Reid (2<sup>nd</sup>); Sunghee Park (5<sup>th</sup>); Christy Cassidy (7<sup>th</sup>); Dallas Burgess, Derrick Robinson (8<sup>th</sup>); Laura DeVol, Keelon Hawkins, Eric Mitchell, Adrienna Sewell (9<sup>th</sup>); Demond Tigs (10<sup>th</sup>); Linda Buckmon (11<sup>th</sup>); Darrell Harrington (12<sup>th</sup>); Serento Jones (13<sup>th</sup>); Kim Harris-Cobb, Lenn Palma (14<sup>th</sup>); John Hall, Brian Rybicki (15<sup>th</sup>); Veronica Onsurez-Pannell (17<sup>th</sup>); Alan Petty (18<sup>th</sup>); Jeffrey College, Bonita Cox, Debbie Taylor (21<sup>st</sup>); Shelley Robinson (23<sup>rd</sup>); Michele Yemc (26<sup>th</sup>); Dave Cooper, LaVon White (28<sup>th</sup>); Nicole Washington-Green (29<sup>th</sup>); and Marc LeClair, Phillip Shaw, Andre Sidbury (30<sup>th</sup>).

# May

# ~ Happy Birthday Wishes ~

Stephanie Burkhalter (2nd); Mikal Roc (4th); Timothy Djomgoue (5th); Susan Shaffer (6th); Willette Benyard, Leroy Rollins, Jr., Terrence Walton (7th); Kenneth Chen (9th); Michael Lopez (10th); Roselyn Norment, Billye Wilkins (12th); Rae Grice (15th); Jamil Muhammed (17th); Tanya McNair (18th); LaTonya McKellery (26th); and Gwenneth Corujo, Stephanie Wilson (28th).

### THE ADVOCATE

IS A PUBLICATION OF THE
D.C. PRETRIAL SERVICES AGENCY
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## PEER RECOGNITION AND AWARDS FORM

***** What a great re	port! Congratulations, Gwen!*****
Nominee: Gwenneth Corujo	
Unit: Contract Treatment Services/Treatment Branch	
Core Values (Type 'X' in box to select one or more)	
Customer Service	Respect
Initiative	Teamwork
Integrity	Work Ethic
Justification for Nomination (provide a minimum of three sentences)	
I have a client who has a mental disability, cocaine dependence, and a physical disability. His physical disability greatly impairs his memory and his ability to speak, which makes it nearly impossible for him to participate in a group setting. I was reluctant to place him into treatment because I felt that no treatment program could accommodate each of his special needs. Upon contacting Gwen, she phoned several contractors, and was able to get Clean and Sober to agree to accept him with the understanding that the Clinical Director would have one-on-one therapy in lieu of groups. Gwen also convinced the program to bypass detoxification since no detox program would accept him.	
This client was almost stepped back because of his limitations, which made his placement an extremely difficult one. Gwen's extra efforts (initiative) and special care (customer service) made the difference in someone going to jail or going to much needed treatment. The client had an exceptionally emotional reaction when he was told that someone would be able to help him.	
Nominator: Rita R. Adu	
Date: 03/10/05	

PSA HR Coordinator: Shavon L. Butler
Date: 03/10/05

Date: 03/10/05

Nominee's Supervisor: Eric A. Holder

From: Melendez, Aida L. [Melendal@DCSC.GOV]

Sent: Monday, January 31, 2005 2:50 PM

To: 'susan.shaffer@csosa.gov'

Subject: Ms. Norment

I am writing to commend Roselyn Norment who worked with me in C-10 during the week of January 24 through January 28. To begin, let me first say that I think everyone that has worked with me in C-10 is competent and profession. But, I must commend Ms. Norment because she stood out for me. I have never worked with her before and was pleasantly surprised to see how quick and efficient she was. Without any guidance or prompting from me, she quickly provided me with information that I look for when I'm in C-10. She was extremely quick, alert, well-informed and extremely pleasant.

Please feel free to call, if you have any questions.

Aida L. Melendez 879-1552